

# Total Safety Culture

## WASP Training

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# TSC Requires Continual Attention to Three Areas

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## Person

Knowledge, Skills,  
Abilities, Intelligence,  
Motives, Attitude,  
Personality

## Environment

Equipment, Tools,  
Machines, Housekeeping,  
Heat/Cold, Engineering



**TSC**

## Behavior

Putting on PPE, Lifting properly,  
Following procedures, locking out  
power, Cleaning up a spill,  
Sweeping floor, Coaching peers

# Focusing on Behaviors can Reduce Injuries



# At-Risk Behavior is Usually a *Result*, NOT a *Cause*

**Poor Communication**

**Imperfect Memories**

**Poor Ergonomic  
Job Design**

**Time/Pressure**

**No Supervision**

**Peer Pressure**

**Confusing Procedures**

**Bad Habit**

**Inadequate Training**

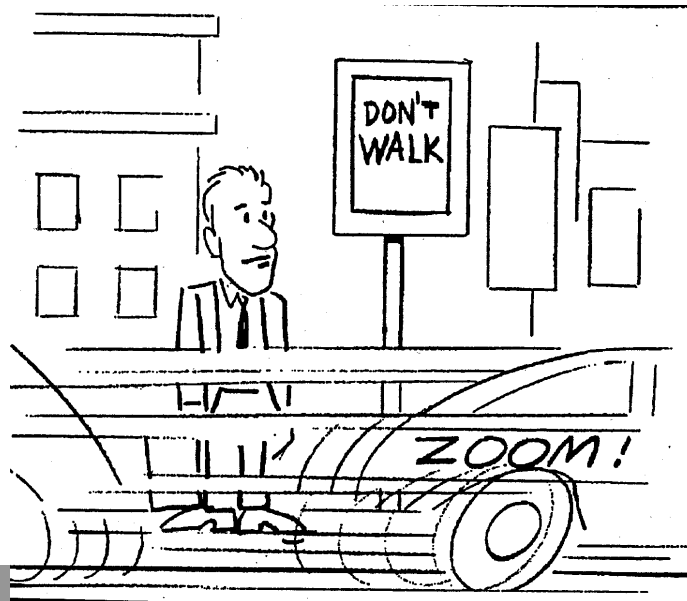
**Lack of Accountability**



# The "ABC" Model of Human Behavior



- Activators direct Behavior
- Consequences motivate Behavior



# **WASP**

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**IS  
The  
Observation  
&  
Feedback  
Process**

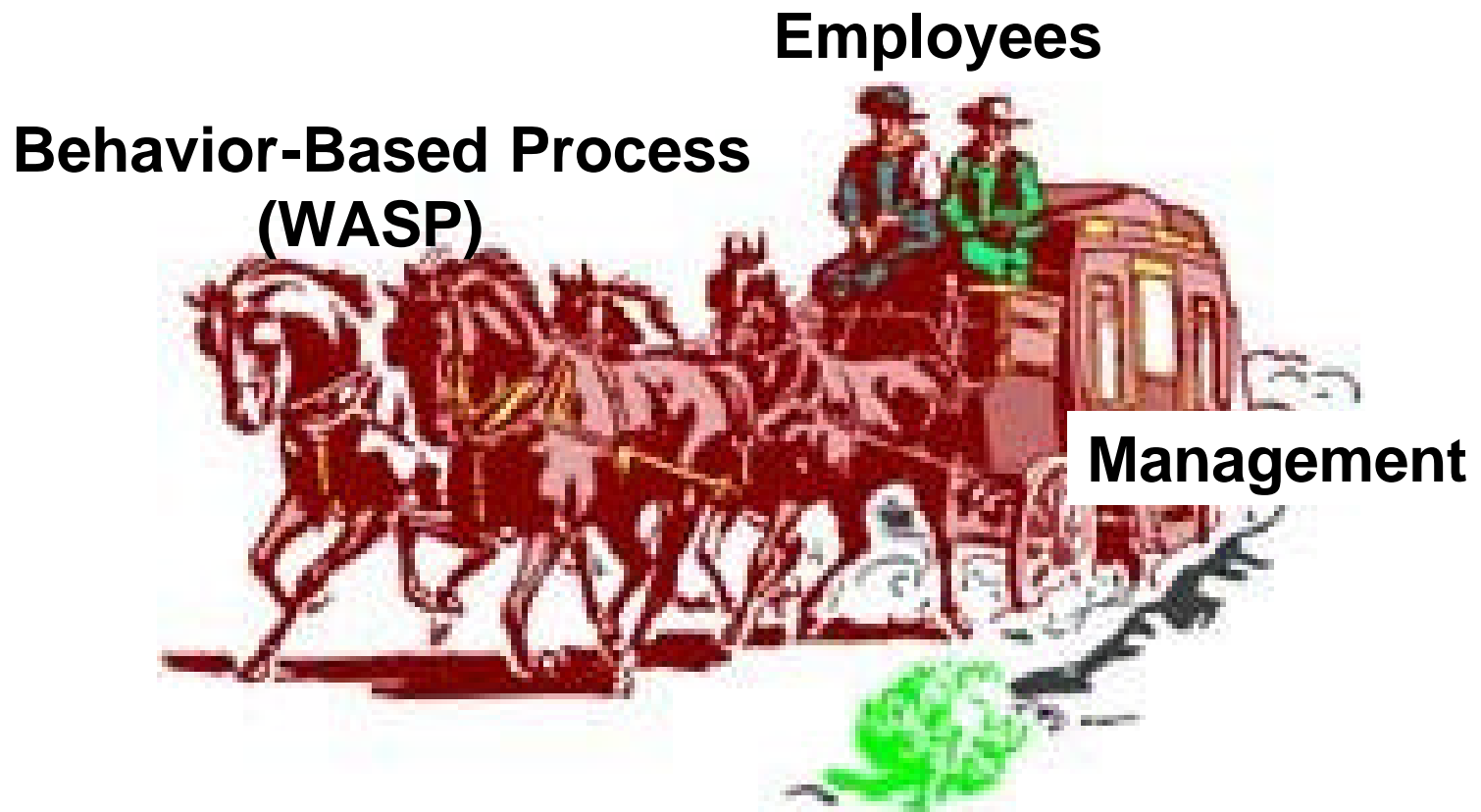
# WASP



- Workers Applying the Total Safety Culture (TSC)
- Worker Driven and Management Supported
- Developed by the Workers

# Everyone Must Understand Their Role

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# How it Works

- A process where workers routinely observe one another while working
- A checklist is used to guide the observer to focus on certain behaviors 1 2 3 4



# Record Observations and Comments on Checklist

## Slips and Falls Checklist (Indoors)

Date:	VPP Unit:	
Area:	Observer Org. #:	
Name of observer:		
Categories <i>If category not observed leave blank</i>		
<b>Slips and Falls (Indoors)</b>	Safe	At-Risk
1. Eyes are on pathway, particularly if floors are slippery or wet.	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
2. If the floor or entry is slippery or wet - steps are short and toes slightly pointed outward	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
3. Hallways and stairs uncluttered	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
4. If carrying a load - still able to visually see walkway ahead	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
5. Walking in a well illuminated area	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
6. Not reading or reviewing written material while walking	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
7. Used handrails when going up or down the stairs	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
8. Using ice melt at entrance to facility	<input type="checkbox"/>	<input type="checkbox"/>
Comments		

## Slips and Falls Checklist (Outdoors)

Date:	VPP Unit:	
Area:	Observer Org. #:	
Name of observer:		
Categories <i>If category not observed leave blank</i>		
<b>Slips and Falls (Outdoors)</b>	Safe	At-Risk
1. Eyes are on pathway, particularly if walkway is snow or ice covered.	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
2. Walking at the appropriate speed for the conditions	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
3. When negotiating snow and ice - walks around patches of ice or snow, or if unable to walk around, steps are short and toes are pointed slightly outward (walk like a duck)	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
4. Ice/snow on walking surface - arms not in pockets but used for balance - only one arm used for carrying materials	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
5. Winter footwear - soles with good traction or overshoes appropriate for the conditions	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
6. Using designated cross-walks and sidewalks that are typically cleared	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
7. Person using well illuminated pathway	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
8. Vehicle parked so that occupants don't step out onto a slippery surface	<input type="checkbox"/>	<input type="checkbox"/>
Comments		

# Observation & Feedback Benefits

## Both Observers & Observees

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### Being Observed:

- Heightened awareness
- Learn through Feedback

### Observing coworker:

- Learn through observation
- Increase commitment

# Set the Right Example as You Observe

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- Before you observe:
  - Review the Checklist behaviors
  - Introduce yourself and ask permission (as appropriate).
  - Remind observee the purpose of the process.
  - Remind the observee that names will not be recorded and that you will review your data from the observation with him/her.

# Set the Right Example

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- Set a safe example yourself while observing:
  - Wear required PPE.
  - Position yourself out of the way of others and any danger.
  - Minimize distractions to others.

# Guidelines for Recording Safe & At-Risk Behaviors

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- Record repeated occurrences of a behavior.
  - If one employee is wearing 4 pieces of PPE correctly mark 4 safe behaviors.
  - If an employee lifts 5 times, 3 of which are performed safely and 2 of which are performed at-risk mark 3 safe and 2 at-risk.
- Leave categories blank if the behaviors are not observed, applicable or relevant.

# Circle of Influence on the Worker



# Guidelines to Giving Feedback

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- Give it one-on-one.
- Give it as soon as possible.
- Specify the behavior you're rewarding/correcting.
- Give sincere and personal praise.
- "Communicate"
- Don't Nag